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January 28, 2005

2005 FEB 16 PM 9: 22

American Honda Motor Co.Inc.

Acura Client Services

Mail Stop 500-2N7E

1919 Torrance Blvd

Torrance, CA 90501-2746

And

Administrator

National Highway Traffic Safety Administration

400 Seventh Street SW

Washington DC 20590

NATIONAL HIGHWAY
TRAFFIC SAFETY ADMIN.

2005 FEB 10 1 A 8 28

EXECUTIVE SECRETARIAT

Re: VIN # 19UUA56611A025011

To: Customer Services

I cannot believe after being a loyal Acura owner for 15 plus years I am writing this letter of complaint.

After trading in a 1991 Acura Legend (best car you've ever made!) for a 2001 Acura 3.2. T.L. I was sick. From the very beginning the 01 T.L. was not comfortable, the inside noise was back, and it just did not have the get up and go I had with the legend.

I could tell my car was getting "sick" soon thereafter getting very poor gas mileage and going on. Finally while on an out of state trip (350 miles from home) my car "broke down" jerking and shifting gears all over the interstate. This was a very, very scary situation. It is still a very uneasy feeling driving the vehicle in its present condition with a third rebuilt transmission as it downshifts, gears up during stops slowing down and almost in neutral when I lighten up on the gas pedal. I am very, very disappointed.

Handwritten:
2/17/05

After contacting the Acura Client Services and 3 plus hours, missing a social engagement I had traveled out of town for, nothing was resolved. This is the first I had heard about the recall. (8/15/04). When I returned home, my notice was in the mail.

The next morning I called and asked that the car be towed in to the nearest dealership. Nobody knew what to do. This began a series of continual disappointment with this so called luxury vehicle.

I then find out rebuilt transmission would be put in my car with same warranty of 100,000 miles.

About two weeks after the repair, the "new" transmission began slipping so I returned the car for service at my local dealership King Acura in Hoover. They worked on it or looked at it and told me it was o.k. I drove it some more but still had problems. They ordered a different transmission. I took off work again and had this one installed, hoping it would be satisfactory to no avail. A few weeks later I returned again and a third transmission was installed.

The transmission is still not right. It makes all kind of strange sounds and is not shifting properly especially in stop and go traffic. I feel like I am driving an old, used car and very, very distraught over this situation.

I cannot continue to get different transmissions, take off works as I have lost many hours of work dealing with this. As an Acura owner I am requesting the company to replace this vehicle so I can again feel save on the road.

It is definitely no fun continuing to make big payments on what is supposed and touted to be one of the best on the highway. I have and still feel betrayed by Acura and now in an unsafe situation. I even limit my out of town travel now fearful of breaking down or having trouble on the highway.

Please let me know where to go from here. Believe me, no one wants this kind of car trouble, however, I feel I am entitled for a consumer correction by Acura.

Thank you very much for your consideration in this matter.

Sincerely,

Birmingham AL